

**JOB DESCRIPTION
FIRE DEPARTMENT
ADMINISTRATIVE SUPPORT SPECIALIST**

1. JOB TITLE: ADMINISTRATIVE SUPPORT SPECIALIST

2. DEFINITION: The position of Administrative Support Specialist requires an individual who is capable of exercising good judgment and who possesses secretarial skills and the personal disposition and psychological qualities generally required of people who work well with the public and other employees. This is an entry to mid-level position. The employee will be under the supervision of the Fire Chief, Deputy Fire Chief, and Assistant Fire Chiefs. All employees are responsible to the City Manager. This position is classified as Non-Exempt for the purpose of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens, and as Non-Safety Sensitive; this employee is subject to reasonable suspicion, return to duty, follow-up, and post accident drug and alcohol testing.

3. EQUIPMENT/JOB LOCATION:

- a. An Administrative Support Specialist must be capable of operating a personal computer, typewriter, facsimile machine, photocopier, postage machine, multi-line telephone system, 10-key calculator, and miscellaneous office equipment and accessories customarily used in an office environment.
- b. The job location is in the Administration Office of the Murfreesboro Fire Department. Work is generally performed indoors and in a smoke-free environment.

4. ESSENTIAL FUNCTIONS OF THE JOB:

- a. Answers the telephone, directs calls, answers inquiries, gives directions, and takes messages as needed.
- b. Effectively and courteously communicates, orally and in writing, with the public and officials and employees of the City, some of whom may be irate or unreasonable.
- c. Maintains departmental files and records accurately.
- d. Efficiently schedules interviews, tests, and other appointments for fire personnel and applicants for employment.
- e. Maintains an up-to-date copy of the City of Murfreesboro Employee Handbook and disburses revised sections to appropriate personnel.
- f. Collects fees and issues receipts for fire reports and submits them monthly to the Tax Department.
- g. Maintains departmental bulletin boards with current information and announcements.
- h. Maintains complete and accurate records on all city hydrants and CUD hydrants within the city limits.
- i. Updates data on street runs, apartments, businesses and schools.
- j. Types correspondence and other documents for department personnel quickly and accurately.
- k. Maintains confidentiality about information learned on the job.
- l. Successfully handles multiple tasks with frequent interruptions.

- m. Prepares invoices for extrication services rendered by the Murfreesboro Fire Department and maintains account balances.
- n. Creates and updates I.D. cards for employees as needed.
- o. Reviews and assists with the TFIRS (Tennessee Fire Incident Reporting System) reporting on property loss within the City due to fire.
- p. Sits, stands, stoops and walks intermittently.

5. ADDITIONAL EXAMPLES OF WORK PERFORMED:

- a. Delivers correspondence/documents to other departments, deposits outgoing and in-house mail at the end of the day.
- b. Receives burn requests, and faxes to appropriate responding stations and dispatch. Also monitors computer systems to ensure burn requests are entered accordingly.
- c. Performs other duties and special projects as assigned.

6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- a. High school diploma or equivalent required; two (2) years college in related field, preferred.
- b. Two (2) years prior secretarial experience required; three (3) years preferred.
- c. Must be at least 21 years of age.
- d. Must have legal authorization to work in the United States of America.
- e. Must not have been convicted of, pleaded guilty to or entered a plea of *nolo contendere* to any felony charges involving drugs, alcohol, violence, theft, or arson.
- f. Must not have been convicted of, pleaded guilty to or entered a plea of *nolo contendere* to any misdemeanor charges involving DUI/DWI, alcohol or drugs within the past five (5) years.
- g. Excellent typing skills; at least 55 WPM, preferred.
- h. Possess good working knowledge of personal computer, including Microsoft Office Professional Software computer programs and inter-office communication system(s).
- i. Ability to prepare spreadsheets, such as graphs and charts.
- j. Possess physical and mental ability to file and maintain files and records of the Murfreesboro Fire Department.
- k. Must have a good reputation for confidentiality.
- l. Ability to concentrate and accomplish tasks despite interruptions.
- m. Ability to perform variety of tasks simultaneously or in rapid succession.
- n. Ability to perform the duties of the position for an entire workday.
- o. Ability to perform occasional overtime.
- p. Ability to report for work on time and perform job responsibilities in a timely manner in order to meet scheduled deadlines.
- q. Possess temperament and good judgment to effectively deal with the public and/or City employees, some of whom may be irate or unreasonable.
- r. Possess excellent communication skills, both written and oral.

Non-Exempt
 Non-Safety Sensitive
 February 15, 2007